

The Mayor and the Town Board want you to be aware of the following Town of Brookside Water Enterprise policies that will be **strictly followed**:

- Each month's payment is due the last day of the month. A **non-reversible late fee** will be applied each month that your water bill shows an overdue balance. Payments can be mailed or delivered to the Town Clerk during regular business hours on Tuesday or Thursday. Regular hours are from 9:00 am to 1:00 pm.
- If you are unable to bring payment during regular business hours, payment can be left in the drop box outside the Clerk's Office. Payments made to the drop box will be treated as received on the next business day that the Clerk is in the office. If you do not wish to leave cash in the drop box, you will need to use a money order.
- All interactions concerning your account will take place during regular business hours through the Clerk's Office or with the Board at a regularly scheduled Board meeting. The Mayor, the Town Board, and the Water Operator will not be contacted at their homes or on their private phones about water payments or water shut-offs situations.
- Per ordinance, any account that is two months delinquent will be issued a water shut-off notice.

13.04.350 Nonpayment of charges--Turning off water. For a violation of any rule, regulation or section of this chapter and for the nonpayment of charges, the Town reserves the right to turn off the water thirty-six (36) hours after posting notice at the address where service is provided. After the water has been turned off from any service line to the user on account of nonpayment of water charges, the same shall not be turned on until the back charges are paid in full, together with the expense of turning off and on such water.

13.04.360 Delinquent payments--Billing to owner of premises. When the unpaid water charges are two (2) months in arrears, the account shall be declared delinquent. The Town Clerk shall notify the party designated to receive billing as provided in Section 13.04.320, with a final shutoff notice, and the Town Council shall order water service discontinued. The Town Council may extend the time for payment when evidence is presented of serious illness or hardship.

- Water will be shut-off at the close of the business day stated on the water shut-off notice **unless before that date** a customer pays in full or signs a letter setting up a payment plan. A payment plan allows the customer to set up three payments to catch up the account over a three month period. The payment plan must include keeping current with the new monthly charges that accrue on the account. Failure to make one of the agreed payments will result in immediate shut-off.
- If water is shut-off for non-payment, service will not be restored until **complete account payment plus the \$25 shut-off fee and \$25 restore fee has been paid with cash or money order**. Like other utilities, if the service is discontinued, **you can expect the service to be restored on the first business day after complete payment is made**—the Water Operator will not be expected to be immediately available to restore your water service.
- If you have concerns about the accuracy of your account balance, contact the Clerk immediately. **"Last minute" inquires about account balances will be considered stalling for time and will not delay water shut-off dates.**
- The Water Operator will be treated respectfully. Whether he is delivering a water shut-off notice or shutting off your water, he is only doing his job. He is not responsible for the situation that your non-payment has created.
- Any damage to the meter pit on your property will be repaired at your expense plus \$50 administrative fee.

▪ I, _____ have read and understand the above water customer policies.

▪ Printed Name _____ Date _____